



NUMBER: 08-015-14 REV. A

GROUP: Electrical

DATE: October 31, 2014

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THIS BULLETIN SUPERSEDES TECHNICAL SERVICE BULLETIN 08-015-14, DATED FEBRUARY 12, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS AND INCLUDES CHANGING THE SERVICE BULLETIN TO AN RRT STATUS AND UPDATING THE REPAIR PROCEDURE.**

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-090. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

HELP USING THE wiTECH DIAGNOSTIC APPLICATION FOR FLASHING AN ECU IS AVAILABLE BY SELECTING "HELP" THEN "HELP CONTENTS" AT THE TOP OF THE wiTECH DIAGNOSTIC APPLICATION WINDOW.

THE wiTECH SOFTWARE LEVEL MUST BE AT 15.02 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:

Flash: Diesel Message Display In the Cluster May Have Overlapping Text

OVERVIEW:

****This Bulletin involves updating the Instrument Panel Cluster (IPC) software**.**

MODELS:

2013	(DJ)	Ram 2500 Pickup
2013	(D2)	Ram 3500 Pickup
2013	(DD)	Ram 3500 Cab Chassis
2013	(DP)	Ram 4500/5500 Cab Chassis

NOTE: This bulletin applies to vehicles built on or after January 01, 2012 (MDH 0101XX) on or before May 02, 2013 (MDH 0502XX) equipped with 6.7L Cummins Diesel (sales code ETK) with Laramie Longhorn Instrument Cluster (sales code JAX) or Electroluminescent Instrument Cluster (sales code JA6).

SYMPTOM/CONDITION:

A customer may notice that some of the text in the cluster for the Diesel Exhaust Fluid (DEF) reminder is overlapping.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify that no DTCs are present. If DTCs are present record them on the repair order and repair as necessary before proceeding further with this bulletin.

****If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition, perform the Repair Procedure**.**

REPAIR PROCEDURE:

NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

1. ****Reprogram the IPC with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the "HELP" tab on the upper portion of the wiTECH window, then "HELP CONTENTS." This will open the Welcome to wiTECH Help screen where help topics can be selected**.**
2. ****Clear any DTCs that may have been set in all modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow the tech to clear them**.**

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-47-9L	Cluster, Instrument Panel (IPC), Reprogram. (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 21 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

FM	Flash Module
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